

July 11, 2013

Meeting Minutes

State Consumer & Family Advisory Committee

Members Present: Sue Guy, Marc Jacques Bonnie Foster, Ben Coggins, Mark Long, Greg McIntyre, Paul Russ, Mike Jones, Marie Britt, Kurtis Taylor, Dennis Parnell, Bev Stone, Doug Wright, Dr. Mike Martin, Gladys Christian, Anna Cunningham, Kelly Carson, Nancy Carey, and LaVern Oxendine

Absent Members: Samuel Hargrove (excused) Shelia King (excused)

Visitors Present: Daniel "Dano" Orr from Wake County, Kim Walker from Centerpoint

Staff Present: Glenda Stokes, Kerry Lynn Fraser, Roanna Newton, Stacey Harward, and Wes Rider

Guest: Ms. Pearl Burris-Floyd, Senior Advisor to the DHHS Secretary. Works with Boards and Commissions. She has been on the job about 2 1/2 months. She previously served for eight years in Gaston County and served on the Pathways Board. She attended her first local CFAC meeting when divestiture was beginning about eight years ago. Later served as a legislature. Her background is in Health Care. She will be the S-CFACs point of contact for and wants to assist to ensure the S-CFACs voices are heard.

Director of DMH: Dave Richard

9:10 - Sue Guy called the meeting to order. Housing keeping issues addressed. Ensured stipends paperwork were completed correctly and turned in.

Introduction of New members to the SCFAC - Seven new members appointed to the SCFAC. One was not able to attend due to family issues. Six new members were asked to introduce themselves. Each member told a little about themselves and why they chose to serve on the SCFAC.

- Bonnie Foster from Gastonia
- Ben Coggins from Gastonia
- Greg McIntyre from Cleveland County
- Mike Jones from Wilson County
- Dr. Mike Martin from Cumberland County
- Bev Stone from Carteret County

The "seasoned" members were then asked to introduce themselves. Each member told a little about themselves and why they chose to serve on the SCFAC.

Anna Cunningham and Mark Long were reappointed by the Secretary.

Nancy Carey was reappointed by the Senate.

Roy Moritz resigned secondary to having to move and Carol Messina was not reappointed for her second term.

Public Comments: None

Anna Cunningham - Pointed out how very important public comment is, and wanted to encourage others to come and share their thoughts or concerns. Anna pointed out that Bev Stone who is a new member of the SCFAC is evidence of the committee's responsiveness to public comment.

Anna Cunningham - Pointed out that the SCFAC recently responded to public comment on proposed legislature by writing letters expressing the SCFAC's concern. Marc Jacques stated that he felt that the legislature did listen to what the SCFAC said.

May minutes: Reviewed and approved.

Motion: Kurtis Taylor - Made a motion that the minutes be approved with the corrections. Marc Jacques seconded that motion. Minutes approved with corrections.

Corrections - Doug Wrights name is misspelled under approval of minutes. Mark Longs name was misspelled. Marc Jacques name was misspelled.

BREAK

Annual Report: Sue Guy - Stated that she had written the Annual report and the draft was sent to the members prior to meeting for their input and approval, copies provided to review. Committee wanted it to be clear that the SCFAC did not spend any additional monies or any money to have a retreat. Sue Guy said she plans to share the Annual report with ELT when she meets with them this month.

S-CFAC reviewed the CET Toolkit for Change:

Sue Guy and Stacey Harward went over recent changes to the CET Toolkit. New pages were handed out and reviewed. Members inserted the new pages into their Toolkit notebooks. Stacey Harward asked if members had any questions about the Toolkit. At this time there were no questions. Wes Rider reminded the group that this was their Toolkit and that they can suggest changes or improvements at any time.

Dr. Mike Martin - Asked if there was a summary of presentations to the SCFAC from the last year. Stacey Harward responded that presentations to the SCFAC can be found on the SCFAC website.

Sue Guy - Reviewed the existing By-Laws with the group, pointed out the most recent change regarding non-attendance, asked the group if they had a chance to review the By-Laws and if so if they had any questions or changes. No suggestions of changes at this time were given.

Nancy Carey - Suggested that the group go back to a monthly meeting. Nancy felt that the SCFAC would be able to accomplish more if they could meet on a monthly basis. Nancy asked that funds be looked into to see if that would be possible. Sue Guy appreciated the suggestion and pointed out that the funds are very tight and would not be something that could be considered at this time. Sue Guy stated that she agreed that the committee should meet monthly but stated again that this was something that would not be able to happen this year. Nancy Carey responded that she felt the group should advocate for adequate funding in order to be able to meet monthly.

Sue Guy - Pointed out the importance of the conference calls that occur on the off months of the meeting.

Marc Jacques - Requested that the SCFAC be provided a budget so that they could assess the impact of holding monthly meetings

Anna Cunningham - Stated that she would like to see Local CFACs funded directly by the State rather than the money coming from the local CFAC. The LME/MCO would still provide support to the Local CFAC's. However, the budget coming from the state would be preferable than budget coming from the MCO.

Marie Britt - Stated that at this time the future is unclear for CFAC's and we do not know if the MCO's will still be here in the future. Marc Jacques stated whatever happens we have to figure out a way to keep consumer and family input into the system CFAC's name may change but we need to set up the structure so that the consumer and families have a say in the new system or the system that is in place now.

Ms. Pearl Floyd - The Secretary is looking at ways to become more efficient, the fact that the SCFAC is holding conference calls every other month gives you an advantage as you can show that you are already addressing the need to operate more efficiently. It is great to have face to face, unfortunately money is not as available as it was in the past and we must seek to get the best bang for our buck and get the information that we need when we come together. At this time other committees are streamlining their budgets. They are putting this information into their annual report.

Ms. Pearl Floyd also pointed out it is important that your annual report is reflecting the cost saving measure the group implements and has implemented during the past year: such as holding the Retreat at no additional cost to the regular meeting cost. The cost savings that occurs because of the conference calls.

Mark Long - Stated that in general we need to be more self-sufficient and not rely on the government for everything.

Anna Cunningham - Questions the cost of communication in general.

Dr. Mike Martin - Stated is the performance of the previous year quantified in any way? The conversation about cutting costs is everywhere but quantifying the accomplishment of the committee would seem worthwhile and add to the discussion concerning the budget. Continued the review of the Toolkit with the committee.

Dr. Martin - How do the local CFACs fit in the communication protocol with the SCFAC? Anna Cunningham that has been a hot topic during this last year and it is a topic that we continue to discuss and make changes to as new ideas occur.

Kelly Carson - Is there a way we could use video conferencing technology perhaps even borrow the use of equipment from private providers? The committee discussed this and at this time Anna Cunningham stated that the DATA COM team is working on this, Wes Rider reminded the committee that there was the SCFAC website. There are local CFAC members on the SCFAC and then we also utilize written communication.

Bev Stone - Whatever happened to our regional CFAC's? Stacey Harward Centerpoint just held one. Marc Jacques it is really up to the local CFACs to make these happen? The committee continued to discuss the need to have regional CFAC meetings on a more regular schedule. Kelly Carson - Asked about the MCO Map showing recent mergers, Stacey Harward pointed out it is in their toolkit and as changes occur the new maps would be sent to them via email or at the next meeting. It was determined that the map in the Toolkit is up to date at this time.

Stacey Harward - Completed the review of the Toolkit, at this time the committee had no suggestions or comments concerning any addition or changes that needed to be made on the Toolkit. Stacey Harward asked members to email her if they had questions, comments or things they would like to see changed.

DMH ELT Meetings - Sue went over the schedule of ELT meetings. Asked members to think about when they might like to attend an ELT meeting and represent the SCFAC.

Anna Cunningham - pointed out the importance of having representation at these meetings and interacting with DMH Leadership.

Sue Guy - We will be asking for volunteers for January and the rest of the fiscal year at the next SCFAC meeting.

DWAC - Carol Messina was on DWAC committee at this time the SCFAC will have to reassign that meeting since Carol was not reappointed. Marc Jacques explained DWACs mission. Marc encouraged members to attend he pointed out the need for MH and SA representation. Sue asked for a volunteer to attend and participate in these meetings. Kelli Carson and Dr. Mike Martin both expressed an interest.

SCFAC Committee discussed that they would like to have Deby Dihoff to attend a SCFAC meeting and provide an update to the committee.

External Advisory Team meeting discussed: Anna Cunningham - Mentioned the call in number and the recent evolution of the committee. Anna commended Secretary Wos and DMA Director Carol Steckel for keeping this meeting going and for helping it to evolve to allow input in any mode (even written on a napkin). Anna went over the call in protocol. Committee members asked if this was an open meeting and at this time it is not but if there are recommendations for people who they feel would be good additions to this committee please contact her and she will be happy to present their names. If they have issues they would like her to take to the meeting please contact her also.

Orientation Training manual: reviewed by Stacey Harward hard copies were provided if the committee members had forgotten theirs that had been emailed. Asked for comments or suggestions concerning this document and at this time Committee members asked if they could email any comments of suggestions, deadline of Monday July 15th was given.

Goals for the upcoming year:

Sue Guy - We would like to be a model of efficiency what goals would people like to see accomplished in the upcoming year?

Marc Jacques - stated that the SCFAC Committee needs to make sure that there is a formal Consumer and Family participation / input in the new suggested reform and that it is protected as we go forward with system reform.

Anna Cunningham - Data Com would like to be able to show more measurable outcomes with the work that the SCFAC is doing. Data Com would also like to be able to capture the information flow and show the link between public comment, increase communication between LCFAC and SCFAC.

Mark Long - Stated that a goal could be to become more proactive instead of reactive.

Kelly Carson - Made the suggestion that they could work on enhance communication perhaps receive a specific report from Benchmarks or committee's that work within that area. SCFAC can become informed of the provider perspective and hopefully will be able to address any concerns before they become major issues. Anna Cunningham sees this as an objective to previous goal and suggested other organizations such as the NC Council. Mark Long also agreed and suggested consumer groups such as NC CANSO.

Gladys Christian suggested using action words to state goals.

Dr. Martin - Suggested that SCFAC develop a protocol that clearly defines the role and the nature of the relationship between the SCFAC the MCO Boards as well as the SCFAC and MCO CFACs.

Kurtis Taylor - agreed with Dr. Martin's suggestion let's capture Dr. Martin's suggestion that we quantify our goals.

Sue Guy - Suggested that the goals be assigned to the existing task teams. The task teams should then work on further developing the goals and identifying ways to make them more quantified.

Wish list of possible speakers for the SCFAC meeting:

- The ARC
- NAMI and PAIMI
- Deby Dihoff in her role as DWAC Chair
- Disability Rights, also the person from the Justice Department that presented on SA issue
- Benchmarks, Mark Jacques perhaps we could have the provider people and the consumer and family people all in the same day
- Jessica Keith
- NC Tracks NC Topps
- ID Health Care a panel that presents on what is done with data
- Department and Division Updates on a regular basis
- Someone from the Governor's office to explain Partnership for a Healthy, NC
- A legislator or two. Nelson Dollar and Phil Berger also perhaps Rick Glazier.
- Sue Guy clarified for Stacey that she should invite presenters on the NC Health North Carolinians and then invite legislators to attend.
- Kurtis Taylor let's concentrate on the Senate as their budget was more harmful to the people we represent.

Task Teams

Sue Guy - Reviewed the Task Teams and their Chairs

- Services Task Team - Kelly Carson will be the new chair.
- Interface Task Team – Gladys Christian chairs this team.
- CFAC Response Team - Made up of all the subcommittee Chairs and CFAC Chairs.
- Data Com - Anna Cunningham chairs this Team.

Sue Guy explained to the new members that they would be a part of a task team and asked them to choose which group they would like to be a part of.

LUNCH

Dave Richard Director of DMH: Mr. Richard introduced himself and asked all present to introduce themselves. Spoke about his work experience and how he recently came to be the DMH/DD/SAS Director.

Mr. Richard - Stated that he is a true believer in the Secretaries vision about how the new system will look. He believes we can implement a sustainable system, but we need to take bold steps today or be in constant turmoil in the future. We must address critical issues in the short term. Mr. Richard stated that there is an advantage in coming in from the outside, you can see things in a different way and see what may need to be changed. There are several areas that Mr. Richard has observed that will be changing now and more changes in the near future. 1st Observation: The relationship between DMH and DMA has been unusual and had evolved over the years to where Mental Health policy was shifted to DMA, however this is not necessarily the way it should work. Policy making decisions should rest in the place where the expertise lies; Secretary Wos has made it clear that DMH will be the policy experts as we go forward. DMH has an obligation to own it and try to figure out how to change it and make a difference.

2nd observation: Mr. Richard stated that our Division has a lot of committees with good talented people, however at the end of the day these committees produce a lot of paper and additional meetings. There is a need to set a vision for what the system needs to look like and set objectives with a logical approach to set-up a system that works. For instance, why do so many people with needs show up in hospital emergency rooms? We need to address this immediately we do not do a good job in low intensity service that keep people out of crisis. At this time there is not a focus on this issue to try and resolve it that needs to change.

3rd observation: The IDD waiting list at this time there are 8-9 thousand people who are waiting for an innovation slot. We have to rethink what we are doing that is too many people without services who are in need of help.

At this time Mr. Richard - Stated that he does not know enough about SA to talk about it but he is on the fast track of learning about this issue. He does feel that for the money that we have available we are doing a pretty good job. We have not been able to create a system that can provide treatment when people stated that they are ready to have help.

Mr. Richard - Stated that there is a sense of urgency to address the issues and work wisely and swiftly as the only thing the new administration is guaranteed is another 3.5 years.

Mr. Richard - Addressed the Partnership for a Healthy NC; At his first meeting which was the Regional CFAC meeting at CenterPoint, there were not a lot of answers. Today there are more answers. The conundrum the Secretary is in is if she states we do not have a plan at this time the press will run with that story and make it sound worse. If she says we have a plan the press says she is not getting the peoples input, at this time the vision is in it's very beginning stages. The vision is that we must create a system that stops treating people in silos but start treating people as individuals and wrap supports around them. CCEs have gotten a lot of attention. Right now we have 11 regional MCOs. Is this sustainable? No, there are not enough covered lives (Medicaid recipients) to make this sustainable. Managed care only works when you have a large number of covered lives. Currently there is an exclusive franchise for each LME MCO. CCEs would give choices to persons that currently do not have any choices. The issue is not what is happening at the top level of the administration but what is happening on the ground. How are people being treated, what is going to make a difference in their lives? We need to make sure we do not have a waiting list for IDD and the MH and SA population are able to receive the services and care that will allow them to stay out of crisis so that they are not ending up in the emergency rooms.

What is the role of CFAC in the future? At this time Mr. Richard was not able to answer that question. What he did say in the letter to CFACs and the Secretary approved is that there will be opportunity for feedback from people. There will be a need to help us to find the outcomes we need to achieve and assist in the quality process. Quality of care is the main objective. Is there a role for CFACs- yes most likely it will be called something different but there will be a need for families and consumers to be involved in the quality of the programs developed and this role will not be decreased.

Dennis Parnell - What about the Hospitals and their role in the partnership. How are they involved? Mr. Richard - Hospitals are engaged in discussion about Tele -psychiatry and three way beds, but could be engaged in more policy discussions.

Marc Jacques - When we try to talk about lower level services people seem to only see that as costing more money and they are not willing to invest in those services at this time. Marc stated that it would be good if the division would reallocate funds--instead of funding 11 MCOs defund one and put the money into community supports rather than building a new hospital put that money into community supports unless you start funding these things with some kind of consistency the crisis services will continue to be costly.

Mr. Richard - Stated that Marc Jacques often makes a lot of sense and has been quoting him often. The one question that the Secretary ask is does it pass the common sense test?

Anna Cunningham - What incentive and tools do we have for providers to be able to provide the services and how do we encourage families to prevent crisis from happening?

Mr. Richard - I am worried when I hear that a person entered an emergency room and we cannot get a care coordinator there sooner than 6 hours, our contracts with MCOs do not require this and not sure it needs to at this point, in fairness to the MCOs they are still trying to figure out if they can survive in a mature managed care system.

Mr. Richard is worried about housing as we have not figured out how to get services to people who live in housing, we do not need another committee we need a work team to tackle this. Employment is another huge issue. The DOJ settlement will ensure people covered under the DOJ will have support but does not address the larger population of people who access our services. We need to look at technology for long term support that will help people to live independently. Low tech stuff we can do today but the rules, regulations and funding streams are set up that prevent this. Mr. Richard spoke about a company based in Asheville that provide innovative technology to help people live more independently they just signed contracts with South Carolina and Alabama to utilize this technology. Mr. Richard stated that he is embarrassed that NC has not been able to move forward with these types of innovations.

Ms. Pearl Floyd - Spoke about the Secretaries vision, reminded members to use her card, come see her, sit down and talk with her and bring her their input.

Nancy Carey - Stated that she hoped that there continues to be a formal process for consumers and families to have input into the system. Nancy also spoke on her concerns about the rural areas of NC. She pointed out that managed care in other states have not always been fair to people in rural areas and that cities have fared better. She stated that she hope that NC will pay attention to this issue and be fair to people in rural area.

Mr. Richard asked the question: long term how do we make these things work and are they sustainable?

Marc Jacques - Stated that there are a number of tools that are working and that there is no need to reinvent the wheel. Care respite model in other states save systems money, we need to find funds to implement models possibly in each catchment area. Also there is a need to collect more individual data that way if we did so we might find there are things we are doing well.

Kurtis Taylor - Spoke about Oxford houses and pointed out that this program is working well. Currently, there are 160 Oxford houses in operation; they do not cost tax payers because they are totally self-supported. There is no time limit on how long a person stays, people get empowerment and self-sufficient but also time to recover. People become employed; become home owners, Kurtis spoke about the partnership between the Healing Place of Wake County and the Oxford Houses in Wake County. Feels it is only logical to invest in things that are proven to work. Kurtis cited recovery rates of Oxford houses, Kurtis spoke about how important it was to use peer advocates, Oxford House residents are trained to provide support to new residents in Oxford house. The Oxford House is an EBP and the work they have done with people coming out of the criminal justice system.

Task Teams

State Plan

Paul Russ - We reviewed the State Plan 2007-2010 same plan was extended through 2013. Paul contacted DMH leadership who stated the plan had not yet changed. Task team is assessing whether or not the goals of the State Plan have been achieved and can comment on the Plan.

Conference Call

Gladys Christian - The last call Tim Blake updated on the recovery summit. Plan to have at least 2 CFAC update the call on what is going on in their area and with their CFAC.

Recovery and Self Determination Task Force

Marc Jacques - How SCFAC can best assert influence in the implementation of self recovery and self-determination in NC.

Data Com

Anna Cunningham - If you have interest in communication and data then please consider joining this team.

Task Teams met and then reported back

Task Team Reports

Data Com - covered from east to west justice system and every disability categories and how this diversity will help aid the group's ability to determine what data needs to be collected to achieve desired outcomes.

Services

Kelly Carson - We do not have good objective data to say what the true service gaps are the members are from different areas and we noted that the gaps are not the same in our all area will contact the Division and ask for data and work to identify what the actions the subcommittee needs to take.

Interface State to Local CFAC

Gladys Christian - Update from Tim Blake and ask each CFAC to give an update on their goals Gladys will give an update on DOJ.

Strategic Planning

Paul Russ - There is no strategic plan at this time we would like to get people from the S-CFAC involved with State officials working on the State plan. Concerned that shutting down service programs will increase emergency room use and jails and cost even more money. Also concerned about new policy those persons having to use generic drugs. Also concerned about PCS policy. Fraud in the system.

Recovery and Self-determination

Marc Jacques - Discussed the goals of bringing in different speakers possible goal of legislator, consumer and family participation in the new system. Follow-up will be to bring forward information on what is working here and in other states that save systems of care lots of money.

Next Meeting

1. Stacey will coordinate Presenters on the partnership for a Healthy NC
2. Stacey will invite legislators to the meeting. This will be an ongoing practice.
3. Work on SCFAC goals.
4. Presentation from Benchmarks.
5. Possibly an update on Child Mental Health Services.